

# Nurse Navigator- Multicultural

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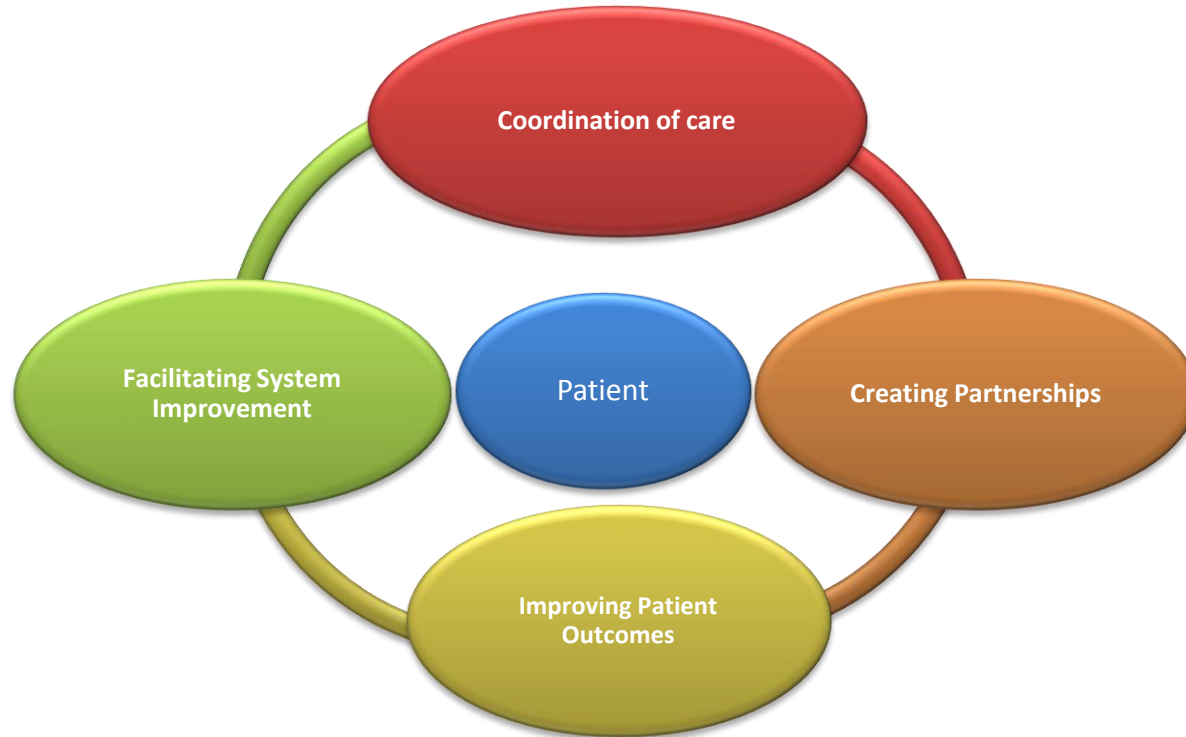
# QLD Nurse Navigator Service

## Background

- An initiative led by the Department of Health's Office of the Chief Nursing and Midwifery Officer.(OCNMO)
- There to support patients 'journey through an increasingly complex health system
- A nurse-led model of care that supports patients through care coordination, advocacy and education.
- Work across multiple specialities, it aims to reduce service fragmentation and improve access for patients throughout health services in Queensland.
- For patients who have complex health conditions and require a high degree of clinical care.
- Queensland Nurse navigator service is guided by the 4 key principles.

<https://www.health.qld.gov.au/nmoq/optimisingnursing/nurse-navigators.asp>

# Nurse Navigator key principles



# Nurse Navigator -Multicultural service

- Metro South is the most culturally diverse HHS in QLD
- 30% of the population born outside of Australia,
- 41% of this population not speaking English well. .
- QEII most Culturally diverse hospital in Metro South.
- 25 +% of QEII admissions are from CALD backgrounds
- Metro South HHS has 3 Multicultural Nurse navigators at QEII , Logan and PA Hospital

# Some identified challenges

- Difficulty in navigating an increasingly complex health system –
- Low health literacy
- Increased Length of stay in Emergency or hospital (some cohorts)
- Higher readmission and representation rates
- Higher numbers of people not linked to a GP or other primary care services.
- Reluctance to speak up about health issues , leaving symptoms untreated.
- The eventual trigger for seeking help often being a crisis and the delay has a serious impact on treatment and recovery options.

# Low health Literacy

- Low health literacy is a risk factor for poor health.
- It can affect people's ability to do things like navigate the health system, understand medical instructions, and seek support from health professionals.
- This can increase the risk of people needing emergency care, being hospitalised, mismanaging their medication and not understanding their disease or condition.
- Low health literacy levels have been shown to impact the safety and quality of patient's life & healthcare, and contribute to higher healthcare costs.

# Nurse Navigators assist patients by:

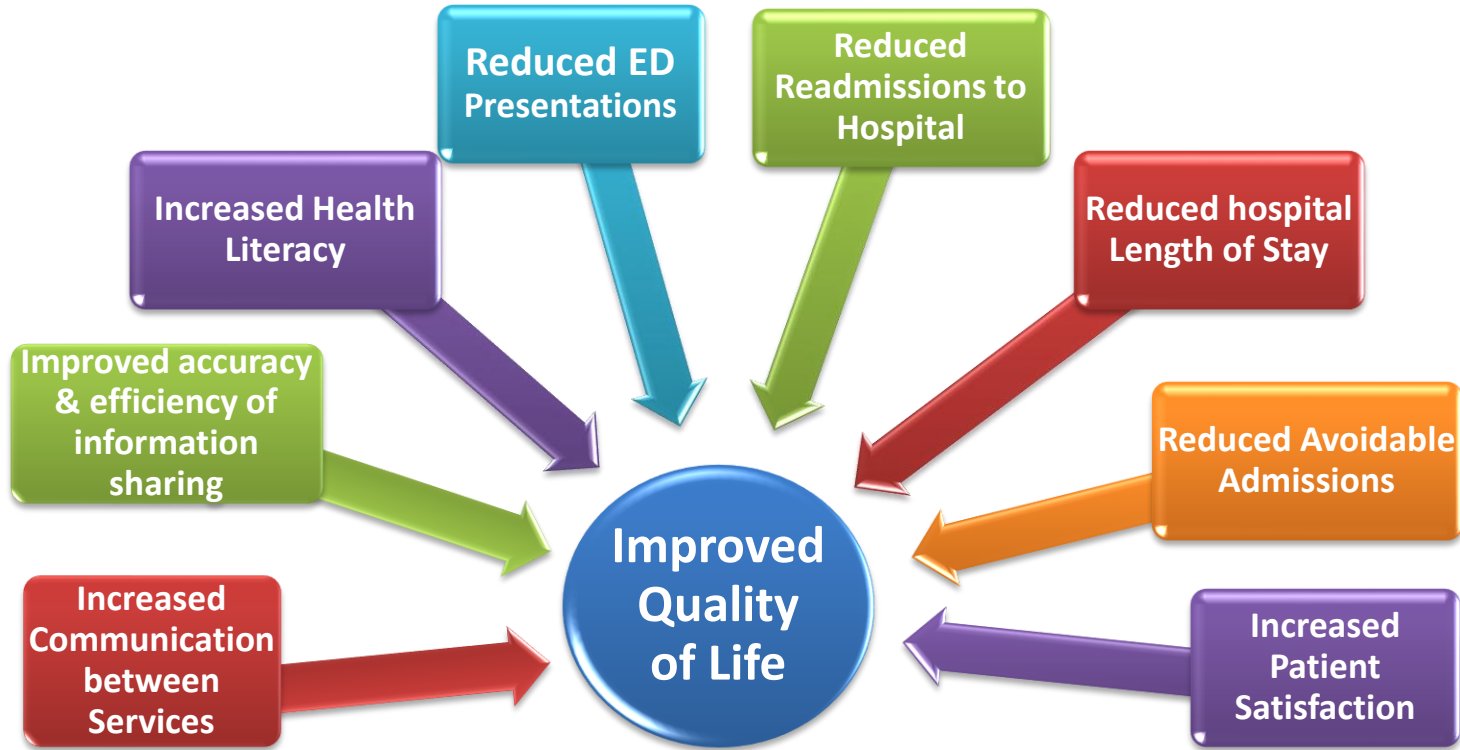
- Coordinating health care across a range of service providers.
- Directing patients to the right service, at the right time and in the right place.
- Providing culturally appropriate education to improve patients' understanding of their health conditions and enable patients to self-manage or make informed decisions about their health care.
- Acting as a central point of contact between patients and health care service providers (Primary , Secondary & Tertiary settings).
- Liaising with other care providers on patients' behalf to obtain information and develop a health care plan for patients.
- Supporting patients in hospital , community and at their specialists and OPD appts.
- Following the patient's healthcare journey from hospital to home.
- Establishing and maintaining strong links & relationships with Health Care providers and CALD Community Elders to initiate change , improve health literacy and advocate for patients & families.

# Patient Journey

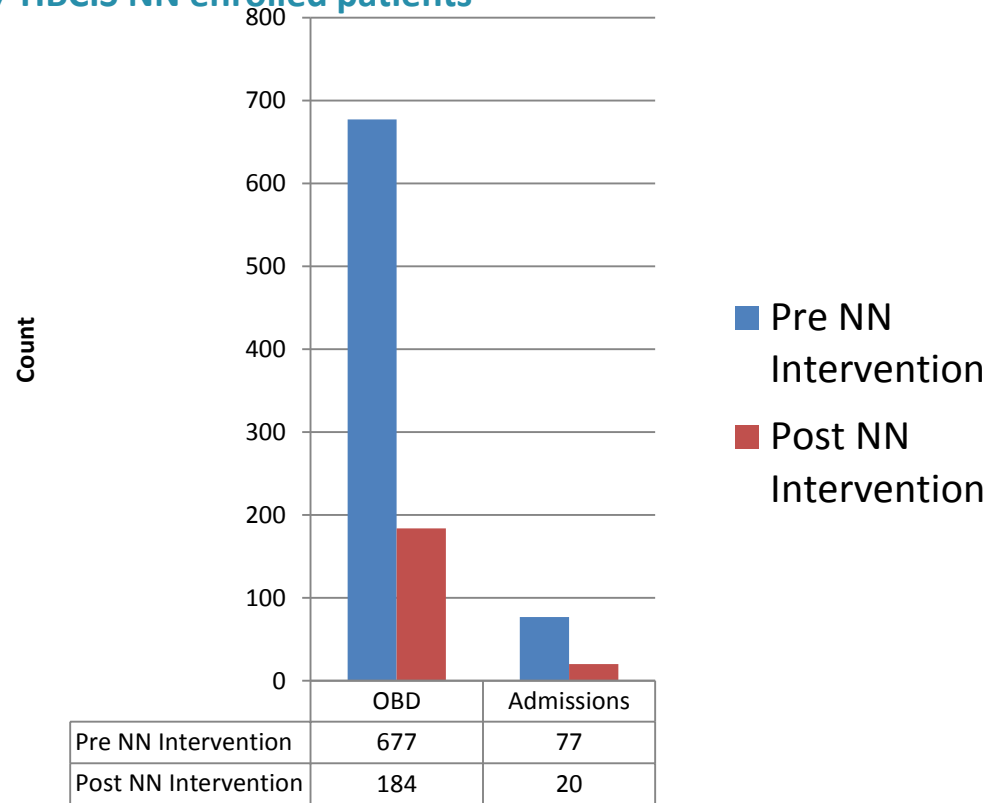


**Nurse Navigated Patient Continuum**

# Desired patient outcomes



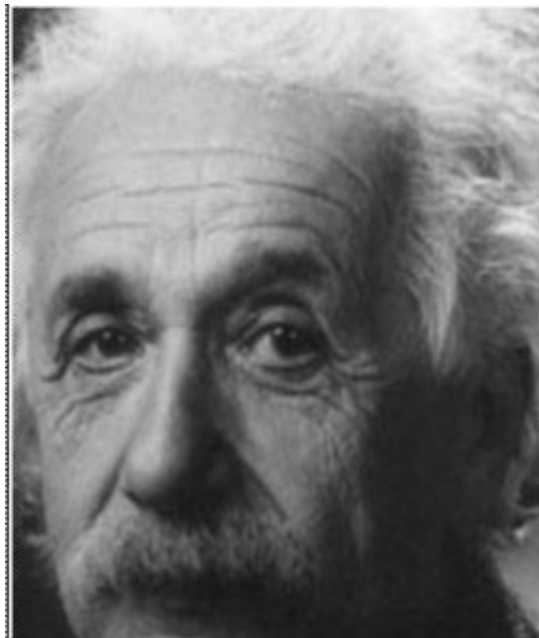
## Impact on OBD and Admissions with the introduction of MSH NN Multicultural : extract of January – June 2017 HBCIS NN enrolled patients



# References

- HEAU (Health Equity & Access Unit), Metro South Health  
<http://qheps.health.qld.gov.au/metrosouth/neau/multicultural/home.htm>
- OCNMO (Office of the Chief Nursing and Midwifery Officer)  
<https://www.health.qld.gov.au/nmoq/optimisingnursing/nurse-navigators.asp>
- Keleher H & Thomacos N, 2009 Health Literacy & CALD populations in Australia. Australian Mosaic, Issue 2009 p 27-28
- Jan Pratt : Assistant Director of Nursing – Strategic Initiatives| Nursing Executive Metro South HHS , Princess Alexandra Hospital.
- Link To MSHHS Nurse Navigators website  
<http://qheps.health.qld.gov.au/metrosouth/nursing/nurse-navigator.htm>

Personal journey / experiences positively influence clinical practice



Learning is experience. Everything  
else is just information.

— *Albert Einstein* —